



**DIVERSECITY**  
community resources society

*Everyone Belongs Here*

**Executive Brief | September 2022**  
**Associate Director, Innovation &  
Sustainability**



## ● THE OPPORTUNITY — ASSOCIATE DIRECTOR, INNOVATION & SUSTAINABILITY

DIVERSEcity Community Resources Society (DIVERSEcity) is seeking a Associate Director, Innovation & Sustainability who will build and deliver the vision and operational framework ensuring excellence in service delivery for an organization dedicated to the successful, supportive, and caring settlement of newcomers.

A member of the Leadership Team, the Associate Director will oversee the development and maintenance of organization-wide policies and procedures, the establishment of optimal and sustainable organizational structures and best practices to support industry accreditation/certification requirements, the creation of risk management and quality assurance dashboards and committees, the stewardship of spaces and facilities, and the oversight of digital transformation efforts and I.T. strategies for the organi-

## ● THE ORGANIZATION

DIVERSEcity Community Resources Society is a registered charity and non-profit social services organization with a 42+ year history in British Columbia offering a wide range of services and programs to newcomers and other diverse communities to build the life they want in Canada.

At DIVERSEcity, our free, multilingual programs and services in settlement, language, employment, community engagement and mental health provide them with information, skills and connections for their journey toward success and belonging.

Our social enterprises — DIVERSEcity Interpretation and Translation Services, DIVERSEcity Skills Training Centre and our Language Testing Services — support this work, too.

DIVERSEcity was the first immigrant-serving organization in the city, and currently has three campuses that have become an integral part of the community's social services fabric. Today, DIVERSEcity's commitment to building a strong community where all newcomers and citizens can thrive is stronger than ever in the face of the complex challenges we're facing as a country — from the pandemic to combatting systemic racism to Indigenous reconciliation.

As a community leader, DIVERSEcity is committed to do our part to address systemic inequities in our society and developing and delivering innovative services with successful outcomes for newcomers, employers and communities alike.

**For more information about DIVERSEcity, go to [dcrs.ca](https://dcrs.ca).**



# HELPING NEWCOMERS AND OTHER DIVERSE COMMUNITIES FIND SUCCESS AND BELONGING

## OUR HISTORY

- DIVERSEcity is a mature, seasoned organization with a **longstanding relationship with our funders, partners and stakeholders.**
- Our 42+ year history as Surrey’s first immigrant settlement organization gives us the advantage of offering holistic, full **wraparound support services** to provide individuals the services they need.
- When the COVID-19 pandemic hit, we pivoted to offer virtual services in everything from settlement to employment, recognizing that our clients need our support more than ever before. We now offer hybrid services, with both in-person and virtual options.

## OUR MISSION

To inspire belonging in a strong integrated community by empowering newcomers to Canada.

## OUR VALUES

- GROWTH**
- RESPECT**
- INTEGRITY**
- COMPASSION**

## OUR STRATEGIC OBJECTIVES

**PEOPLE AND CULTURE**  
Create an organization that fosters a culture of empowerment and resilience.

**INNOVATION**  
Find new ways to operate in order to increase efficiency and enhance service delivery.

**PROFILE**  
Create awareness of our mission both internally and in the community.

**GROWTH**  
Focus on meaningful and intentional growth that aligns with our values.

Read our latest Annual Report online at [dcrs.ca/about-us/our-story](https://dcrs.ca/about-us/our-story)





## LEADERSHIP & GOVERNANCE

- We pride ourselves on our **strong governance**, low-risk management model, and policies and procedures to ensure a safe and supportive client experience every time.
- We have a continuous improvement approach that looks for **best practices** to deliver settlement services, such as our Integrated Needs and Solutions Client Assessment Intake Tool.
- We have a proven ability to provide **measurable outcomes with supporting data**.
- We were selected by the Government of BC as one of the five Refugee Response Teams during Operation Syrian Refugee (Fraser Valley). Now we're embarking on one of the new Refugee Readiness Teams (South Fraser) in response to current needs.
- We are the contract holder for the **Surrey Local Immigration Partnership (LIP)**, which further positions our leadership in immigration services in the city.

## THE PEOPLE & EXPERTISE

- The **dedicated and resilient people** in our organization from our front-line settlement workers to our management — most of whom are immigrants or racialized Canadians with lived experiences to share — are the reason behind our strength in delivering results.
- We have a longstanding focus on supporting different types of newcomers, particularly **underserved and vulnerable populations**. We have honed our skills to meet the needs of those who need the most support such as refugees and pre-literacy newcomers.
- We also scale our services to support **skilled immigrants** and those ready to integrate quickly.
- We have a highly trained team of **settlement workers, employment specialists and language instructors** — a majority of whom are successfully integrated immigrants. They've experienced the newcomer journey and serve not only as advisors but role models to our clients based on their own lived experiences.
- We also have specialized team of settlement workers who provide trauma-informed personalized case management approach for **multi-barriered immigrants and refugees** through a culturally appropriate lens.
- We have **mental health, substance use, violence prevention and clinical counsellors** who deliver trauma-informed counselling services and supports in first languages — a specialized service that DIVERSEcity is uniquely qualified to provide.
- Further, we connect clients to health, government, school and justice supports through our social enterprise, **DIVERSEcity Interpretation & Translation Services**, the largest interpretation and translation provider in the Lower Mainland in 88+ languages.







## ABOUT SURREY, BRITISH COLUMBIA

Surrey is one of Canada's fastest-growing cities

With a current population of 568,322, Surrey is a dynamic community poised for continued growth in its population, economy and labour market.

Our services are focused on Surrey and surrounding communities such as Langley, Delta and White Rock.

As a municipality, Surrey experienced a significant immigrant population increase (17.2%) between 2011 and 2016), notably higher than Metro Vancouver's level.

Between 2016 and 2021, population growth in Surrey grew another 9.7%. This is the highest growth rate of any municipalities in BC.

*(Sources: Census 2016 and 2021)*

Surrey is also the planned home of the Pacific Economic Development Canada, the new federal regional economic development agency for BC.

We are also the contract holder for the Surrey Local Immigration Partnership (LIP) and have longstanding partnerships with the local community, chambers of commerce, employers and labour councils.

**220,155**

**immigrants in Surrey**

**48,560**

**immigrants in Surrey are 15–34 years**

**43%**

**immigrant population in Surrey**

**87%**

**of Surrey immigrants are a visible minority (South Asian, Chinese, Filipino and Arabic are the highest demographics)**

*Source: Census 2016*

DIVERSEcity Community Resources Society recognizes that our work takes place on the ancestral, traditional and unceded territories of the SEMYOME (Semiahmoo), ᑕᑭᑦᑕᑦᑕᑦ (Katzie), kʷikʷəłəm (Kwkwetlem), ᑕᑦᑦᑦᑦᑦᑦ (Kwantlen), qiqéyt (Qayqayt), xʷməθkʷəy̓əm (Musqueam) and s̓c̓ əwəθən məsteyəxʷ (Tsawwassen) First Nations. The knowledge, traditions and ongoing contributions of these communities are significant in providing context to the work we do, and DIVERSEcity recognizes the importance that reconciliation has in building truly inclusive and strong communities.



## ● JOB DESCRIPTION

### Associate Director, Innovation & Sustainability DIVERSEcity Community Resources Society

#### PURPOSE OF THE JOB

Reporting to the Director of Shared Services, the Associate Director is responsible for collaboratively creating sustainable, values-driven, and forward-thinking systems and processes for the organization that ensure excellence in all aspects of service delivery and accountability to organization and community. The Associate Director, Innovation & Sustainability will build and deliver the vision and operational framework ensuring excellence in service delivery for an organization dedicated to the successful, supportive, and caring settlement of newcomers.

A member of the Leadership Team, the Associate Director will oversee the development and maintenance of organization-wide policies and procedures, the establishment of optimal and sustainable organizational structures and best practices to support industry accreditation/certification requirements, the creation of risk management and quality assurance dashboards and committees, the stewardship of spaces and facilities, and the oversight of digital transformation efforts and I.T. strategies for the organization.

#### 1.0 SPECIFIC RESPONSIBILITIES AND AUTHORITIES

##### 1.1 Strategic Planning and Development

- Leads organization-wide consultation and engagement to support the development of sustainable, forward-thinking system solutions and workflows.
- Oversees the development of policy, practice guidelines, and procedures that are based on best practice and current legislation.
- Participates in the strategic planning process, identifying areas of opportunity and risk;
- Ensures operational initiatives are in line with the current Strategic plan and organizational needs.

##### 1.2 Service Quality

- Oversees and provides leadership and support to teams in efforts towards organizational accreditation and certification.
- Provides guidance on CSR (corporate social responsibility) for the organization;
- Oversees the development of KPIs, dashboards and mechanisms for evaluation across departments.

##### 1.3 Risk Management

- Oversees organizational risk management, working with department leadership to develop risk management indicator dashboards, mechanisms for collecting data; oversees the Risk Management Committee.
- Acts as a trusted advisor to the CFO and in certain instances the Executive team on all matters relating to operational systems, risk management and risk reduction.

##### 1.4 IT & Infrastructure

- Oversees I.T. with aim to digitally transform our environment, optimize virtual services, collaborate with consultants, vendors, and internal staff on the best I.T. solutions.
- Deliver best practices in I.T. security, compliance with PIPA and PIPEDA, as pertains to contract obligations to funders.
- Oversees the development and implementation of the CMS (Client Management System) and other data system platforms for the organization.
- Provides leadership, vision, and oversight for the organization's evaluation, results measurement framework, data systems, and research priorities.



## ● JOB DESCRIPTION (CONTINUED)

### Associate Director, Innovation & Sustainability DIVERSEcity Community Resources Society

- Advises the CFO on site locations and space optimization; provides leadership in regard to relationships and negotiations with realtors and leasing agents.

#### 1.5 Relationship building/partnerships

- Develops and builds relationships internally and externally to support or enhance the work of the department (e.g., between internal programs, senior managers and managers, departments, other organizations, post-secondary institutions, industry partners, various levels of government, etc.).
- Represents DIVERSEcity positively and professionally in the community.
- Engages on external committees, advisory groups, and relevant networks to be informed and updated on emerging issues, new/alternative-funding opportunities and to advocate on behalf of immigrants to help address service gaps in the community.

#### 1.6 People & Culture

- Hiring, supervising, coaching, and mentoring senior managers and managers to develop high performing teams with a growth and accountability mindset.
- Builds and promotes a people & culture- centric workplace in collaboration with the Director of People & Culture.
- Ensures communication within the teams is transparent and is consistent with the agency's values and fosters team building and opportunities to learn.
- Plans and executes team building; one on one support; trainings for continual team development.
- Leads, mentors, and develops the Shared Services Team for IT, Facilities & Infrastructure, Policy & Practice, and Data Systems & Evaluation.
- Sets the tone of communication through management (collaboration, positive attitude, problem solving, morale).

#### 2.0 RELATIONSHIP

- Member of DIVERSEcity's Senior Leadership Team.

#### 3.0 REPORTING

- Reports to the Director of Shared Services. In the absence of the Director of Shared Services, reports directly to the Chief Financial Officer.

#### 4.0 SUMMARY OF KEY DELIVERABLES/ACCOUNTABILITIES

- Provides strong and effective shared services framework and sound advice to the Director, and Leadership Team to optimize values to the organization.
- Designs and delivers a shared services plan in line with the organization's strategic direction.
- Creates an atmosphere of teamwork that enhances synergy between colleagues and department teams.
- Builds the capacity of the Shared Services team through coaching, best practices, and processes to drive continual improvement.
- Establishes relationships with vendors and other stakeholders on all fiscal management matters.



## ● JOB DESCRIPTION (CONTINUED)

### Associate Director, Innovation & Sustainability DIVERSEcity Community Resources Society

#### 5.0 QUALIFICATIONS

- University degree in business/organization design/operations management or equivalent.
- 10+ years' leadership experience in operations management in a non-profit setting.
- Certificate in Risk Management and /or Project Management
- Proven proposal writing skills, and intermediate/advanced knowledge of federal and provincial funding processes.
- Familiarity with community resources and organizations in the lower mainland.
- Proven problem-solving abilities, adaptable, and exercises good judgment.
- Proven ability to manage time and multiple priorities; works well under pressure.
- Proven project management and administration skills, including personnel and financial management.
- Excellent oral and written communication skills along with effective collaboration skills.
- Proven communication skills, teamwork, and collaboration skills.
- Ability to act as a coach and mentor to all levels of staff and management.
- Ability to work independently and as a member of a multidisciplinary team.
- Excellent problem-solving ability, discretion and judgment and ability to work under pressure and timelines.
- Computer literacy in MS Word, MS Excel, E-mail and internet applications.
- Affiliation to appropriate professional associations an asset.

#### HOW TO APPLY

Please send your resume and well-crafted cover letter detailing your interest and fit for this role to: [recruitment@dcrs.ca](mailto:recruitment@dcrs.ca) or contact:

##### **Aman Hans**

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